

CLINICAL CENTER ORIENTATION REQUIREMENTS



NIH ORIENTATION

NIH CLASSROOM ORIENTATION: Required for ALL Federal Employees
(this orientation is not required or recommended for contractors, volunteers, etc.)

Frequency: Only at time of hire-EOD

Training Method: Classroom program provided on every EOD (approx. q 2 weeks)

Documentation: Documentation of attendance may be requested from your HR contact

NIH Required “On-line” training for all new Clinical Center Employees:
(Recommended but not required for contractors, volunteers, etc.)

- NIH Orientation (overview) (required once, upon entry)
<http://orientation.nih.gov>
- Computer Security Awareness ** **Annual Review**
(Required for ALL with computer access)
<http://irtsectraining.nih.gov>
- Government Ethics ** **Annual Review**
<http://ethics.od.nih.gov/cbt.htm>

The training requirements identified below are separate modules in the EEO Training Course

- Sexual Harassment (required once, upon entry)
<http://eeotraining.nih.gov>
- Disability Awareness (required once, upon entry)
<http://eeotraining.nih.gov>
- Diversity Management in the Workplace (required once, upon entry)
<http://eeotraining.nih.gov>

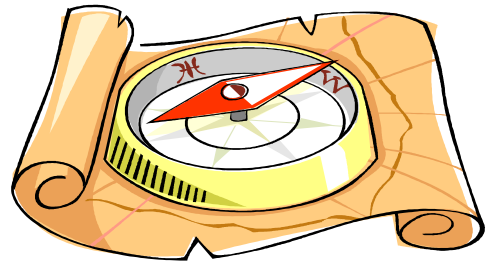
NIH Required “On-line” training for all Researchers and Employees who perform or support Research Involving Human Subjects

- Protection of Human Research Subjects (required once, upon entry)
<http://www.nihtraining.com/ohrsite/cbt/cbt/html>
Contact: NIH Office of Human Subject Research (OHSR), 301-402-3444

(Must complete all NIH on-line training within 30 days of employment)

Documentation: Certificates can be printed off the computer upon completion of training. A copy should be kept by the employee and a copy provided to your designated supervisor.

Frequency: ** Computer security and government ethics on-line training is required annually
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Clinical Center Competency Training Completed In Orientation

Clinical Center Orientation

All Clinical Center Employees (i.e., federal, contractor, volunteers, students) are required to complete CC New Employee Orientation

CC Competencies

All CC competency training is ***initially completed*** in CC New Employee Orientation Program and identified below:

1) Safety & Emergency Procedures (formerly safety and emergency preparedness)

This competency covers the following information:

- Universal Precautions (safety related to blood borne pathogens)
- Infection Control (includes hand washing standard, isolation guidelines)
- Emergency Procedures (includes fire safety, & CC emergency plan)
- Hazard Communications (includes chemical and radiation safety practices)
- Patient Safety (includes patients' rights and responsibilities and ORS reporting)

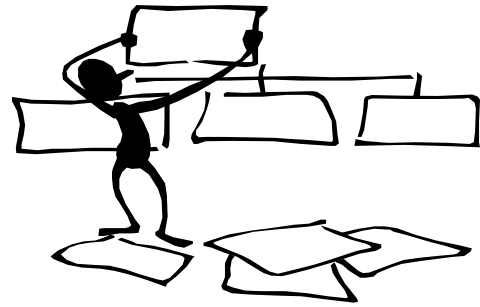
2) Patient Confidentiality

3) Diversity Appreciation & Communications (Cross Cultural Communications)

4) Performance Improvement (formerly quality improvement)

5) Customer Service

Documentation: Completion of each competency is documented and provided by the Office of Workforce Planning and Organizational Development to each department via electronic record. Contact Yasmin Coates for questions ycoates@cc.nih.gov.



Clinical Center

Competency Training Requirements (Aligned to JCAHO Standards)

CC Competencies that require ANNUAL Training

Additional training is highly recommended when an employee fails to demonstrate competence in any of these subjects.

1) Safety & Emergency Procedures (formerly safety and emergency preparedness)

This competency covers the following information:

- Universal Precautions (safety related to blood borne pathogens) ★
- Infection Control (includes hand washing standard, isolation guidelines) **
- Emergency Procedures (includes fire safety, & CC emergency plan) **
- Hazard Communications (includes chemical and radiation safety practices) ◇
- Patient Safety (includes patients' rights and responsibilities and ORS reporting) **

** All CC employees

★ CC Employees with patient or specimen contact

◇ CC Employees who have contact with chemicals

Training Options for annual review of Infection Control, Universal Precautions, Emergency Procedures, Hazard Communications and Patient Safety:

Infection Control ** (all CC employees) and Universal Precautions★ (CC employees with patient or specimen contact)

- 1) Contact Hospital Epidemiology Service (HES) for in-services; Call HES at 301-496-2939 to hear a schedule of training sessions;
- 2) Web-based training is available at <http://intranet.cc.nih.gov/hospitalepidemiology/> for annual review;
- 3) Attend these specific competency presentations in CC New Employee Orientation
Contact Yasmin Coates for registration at ycoates@cc.nih.gov ;
- 4) Departments may choose to develop their own departmental-specific training in conjunction with and approved by HES.

Emergency Procedures**

Audience: ** All CC employees

- 1) The CC Emergency Management Plan is available at <http://intranet.cc.nih.gov/od/emergencyplan/>, for annual review
- 2) Contact the Fire Marshall for department-specific fire safety review
- 3) Attend this specific competency presentation in CC New Employee Orientation. Contact Yasmin Coates for registration at ycoates@cc.nih.gov

Documentation: Completion of this competency is documented and provided by the Office of Workforce Planning and Organizational Development to each department via electronic record

Patient Safety**

Audience: ** All CC employees

- 1) The on-line course *NIH Clinical Center Patient Safety* is available on the HHS Learning Portal at <http://learning.hhs.gov>.

Documentation: Electronic transcripts may be printed or electronically forwarded to supervisors. Transcripts of completed courses are found under the “My Info” tab on the Learning Portal: or,

- 2) Attend this specific competency presentation in CC New Employee Orientation. Contact Yasmin Coates for registration at ycoates@cc.nih.gov

Documentation: Completion of this competency is documented and provided by the Office of Workforce Planning and Organizational Development to each department via electronic record; or

Hazard Communications ◇

Audience: ◇ CC Employees who have contact with chemicals

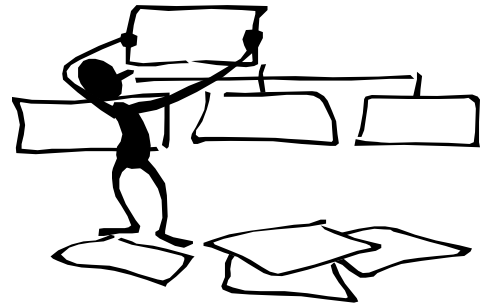
- 1) The CC Hazard Communication Policy outlining employees’ rights and responsibilities is the material to review for annual updating.
- 2) Departments may choose to develop their own departmental-specific training in conjunction with and approved by Dr. Michele Evans, Clinical Center Safety Officer.

2) Patient Confidentiality **

Audience: ** All CC employees

Training Option for Patient Confidentiality: On-line course *NIH Clinical Center Patient Confidentiality and Privacy* is available on the HHS Learning Portal at <http://learning.hhs.gov>

Documentation: Electronic transcripts may be printed or electronically forwarded to supervisors. Transcripts of completed courses are found under the “My Info” tab on the Learning Portal.



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Competency Training Requirements (Aligned to JCAHO Standards)

CC Competencies Requiring PERIODIC Refresher Training

Refresher training for any of these requirements can occur as needed and recommended by the Department Head/Supervisor.

3) Diversity Appreciation & Communications (Cross Cultural Communications)

Audience: All CC employees should complete refresher training in this competency **every 3 years**.

Training Options for Diversity Appreciation and Communications:

- 1) On-line course *NIH Clinical Center Appropriate Conduct in a Diverse Workplace* is available on the HHS Learning Portal at <http://learning.hhs.gov>.

Documentation: Electronic transcripts may be printed or electronically forwarded to supervisors. Transcripts of completed courses are found under the “My Info” tab on the Learning Portal; or

- 2) Attend this specific competency course, *Cross Cultural Communications*, in CC New Employee Orientation. Contact Yasmin Coates for registration at ycoates@cc.nih.gov.

Documentation: Completion of this competency is documented and provided by the Office of Workforce Planning and Organizational Development to each department via electronic record; or

- 3) Contact the Office of Workforce Planning and Development for “customized” training on this competency. Contact Maureen McDonnell at mcdonnellm@cc.nih.gov

4) Performance Improvement (formerly quality improvement)

Audience: As required by Department Head or Supervisor

Training Options for Performance Improvement:

- 1) On-line course *NIH Clinical Center Performance Improvement* is available on the HHS Learning Portal at <http://learning.hhs.gov>.

Documentation: Electronic transcripts may be printed or electronically forwarded to supervisors. Transcripts of completed courses are found under the “My Info” tab on the Learning Portal; or

- 2) Contact Laura Lee, CC Quality Improvement Officer, for in-services.

5) Customer Service

Audience: All CC employees should complete refresher training in this competency every 3 years.

Training Options for Customer Service:

- 1) On-line course *NIH Clinical Center Customer Service – A Core Value* is available on the HHS Learning Portal at <http://learning.hhs.gov>.

Documentation: Electronic transcripts may be printed or electronically forwarded to supervisors. Transcripts of completed courses are found under the “My Info” tab on the Learning Portal; or

- 2) Attend this specific competency course, *Contact: You Make the Difference – Customer Service in the Clinical Center*, in CC New Employee Orientation. Contact Yasmin Coates for registration at ycoates@cc.nih.gov.

Documentation: Completion of this competency is documented and provided by the Office of Workforce Planning and Organizational Development to each department via electronic record; or

- 3) Contact the Office of Workforce Planning and Development for “customized” training on this competency. Contact Maureen McDonnell at mcdonnellm@cc.nih.gov

The above list does not include department or job specific competencies.